

HPH Portal Guide

This guide will cover accessing the HPH Portal. **Click on the icons** in the flowchart below to be redirected to that section for further details.

1



Setup Microsoft Authenticator

2



Install Citrix Workspace

3



Access The HPH Portal



Troubleshooting



Login Error Messages

Replaced Phone

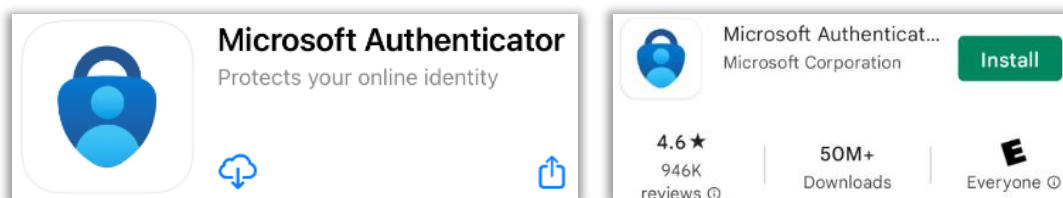
Two-Factor Authentication

This section will cover registering your personal device for two-factor authentication.

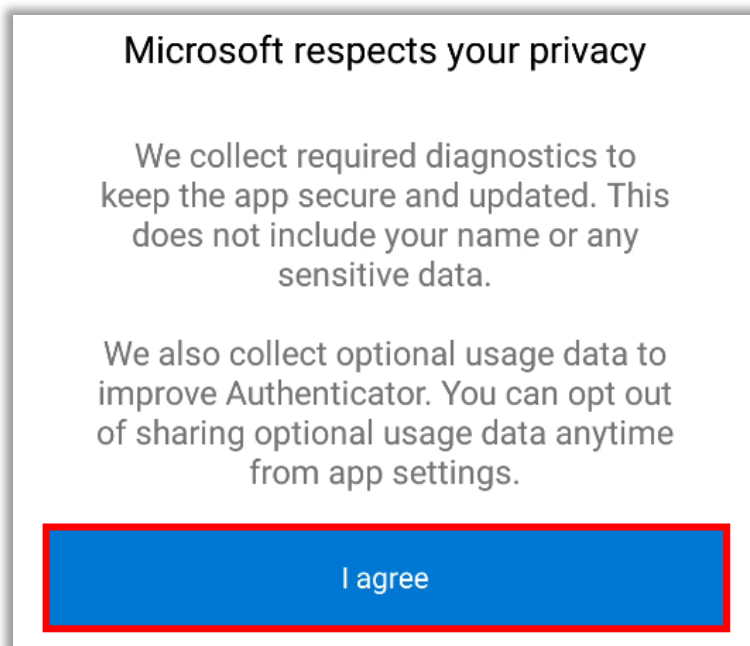
Microsoft Authenticator Registration

Please have a **desktop or laptop** accessible to complete the registration.

1. On your phone, open the App Store/Play Store to search for “Microsoft Authenticator” and install the program

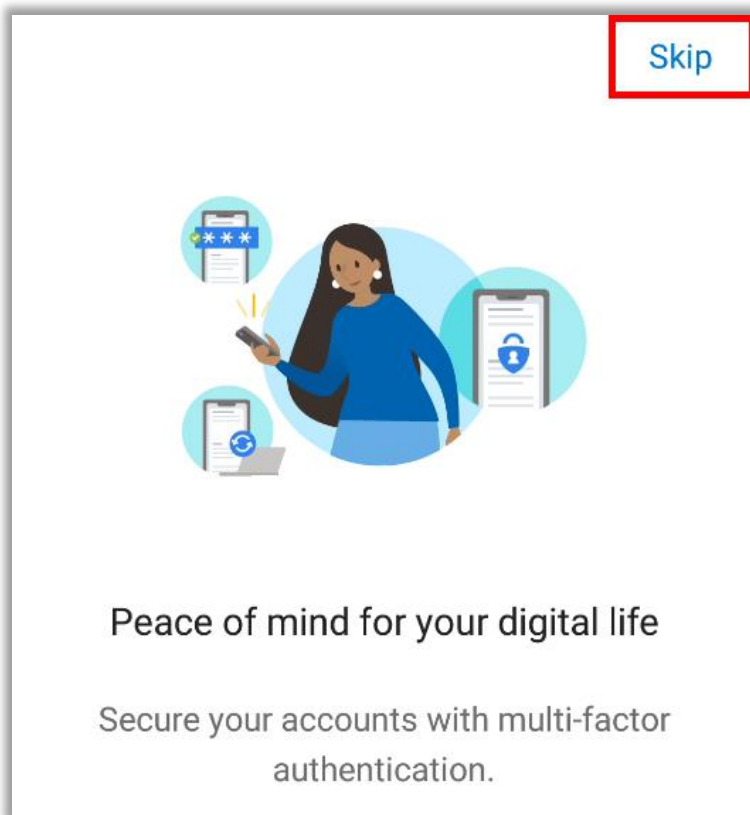


2. Open the application and select **I Agree** on the Microsoft privacy page



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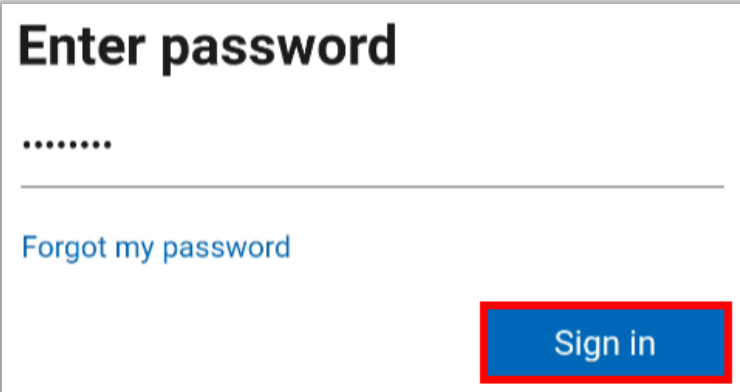
3. Select **Skip** on the first-time setup page. The main page will then load



4. From your **desktop or laptop**, open a web browser (e.g. Chrome, Edge, etc.) and access <https://aka.ms/mfasetup>
5. Enter your HPH account name (**network ID@hawaiipacifichealth.org**) and select **Next**

A screenshot of the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold, black font. Underneath, there is a text input field containing the email address "jd987@hawaiipacifichealth.org". Below the input field, there are two links: "Can't access your account?" and "Sign in from another device". At the bottom of the page, there are two buttons: a gray "Back" button and a blue "Next" button with a red rectangular border.

6. Enter the password for your HPH **network ID** and select **Sign In**



Enter password

.....

[Forgot my password](#)

Sign in

7. Select **Yes** on the next page



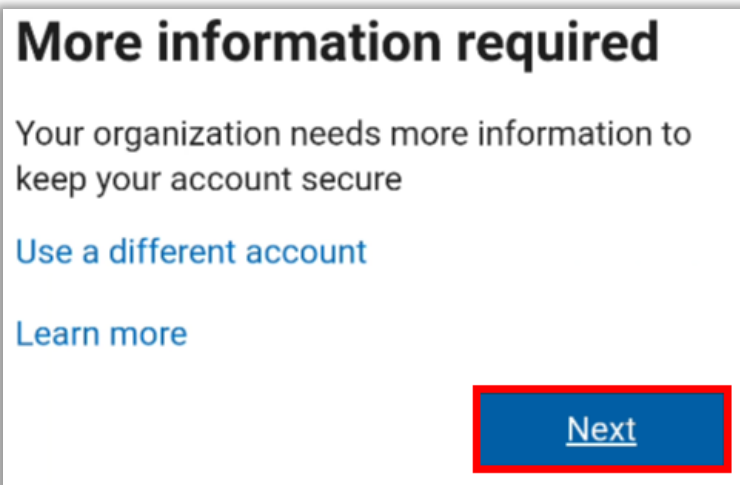
Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

8. Select **Next** on the more information required page



More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next


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9. The Keep Your Account Secure page will open, select **Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)


[Next](#)

10. Select **Next** again

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

[Back](#) [Next](#)

11. The page will update with a QR code. **Leave this window open** on your desktop or laptop

Keep your account secure


Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

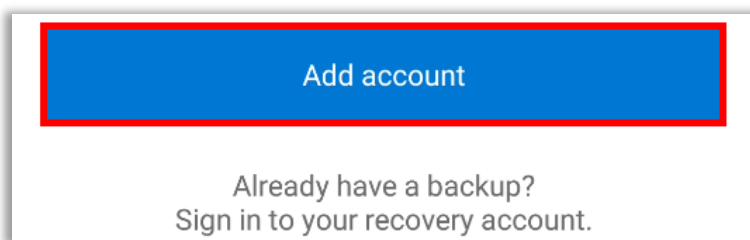


[Can't scan image?](#)

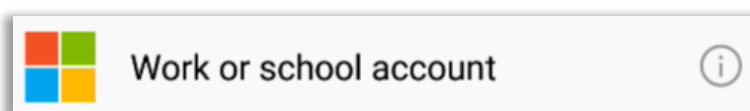
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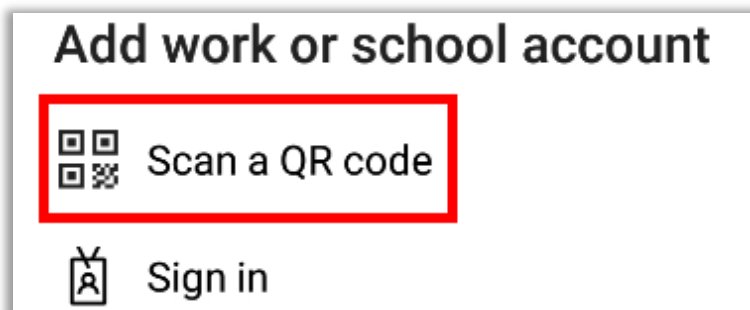
12. Switch to your **phone**, open the Microsoft Authenticator app and select **Add Account**



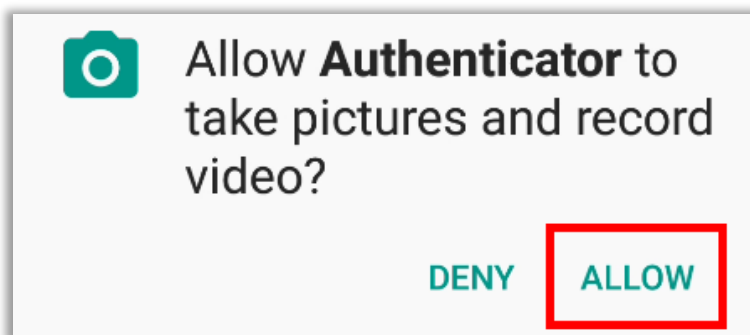
13. Select **Work Or School Account** from the list



14. Select **Scan a QR code** from the popup

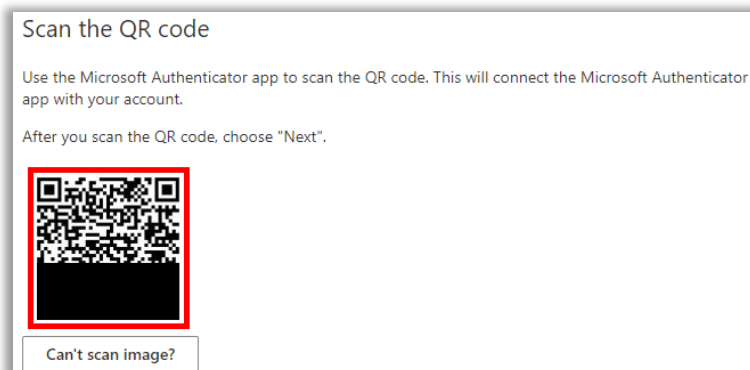


15. **Allow** access to your phone's camera if a popup appears for camera permissions

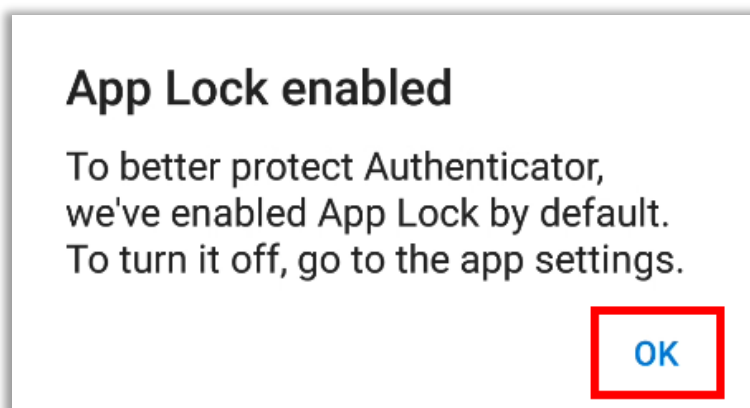


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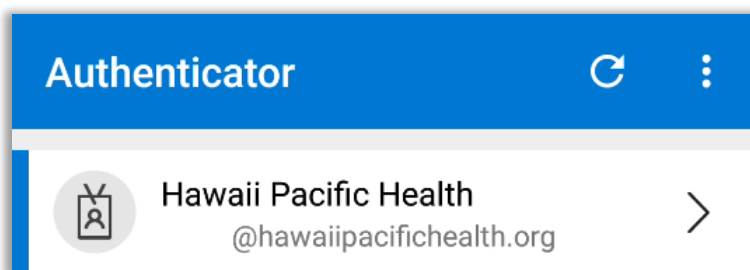
16. Use your phone's camera to scan the QR code on your **desktop or laptop** monitor



17. Return to your **phone** and select **OK** on the app lock enabled popup

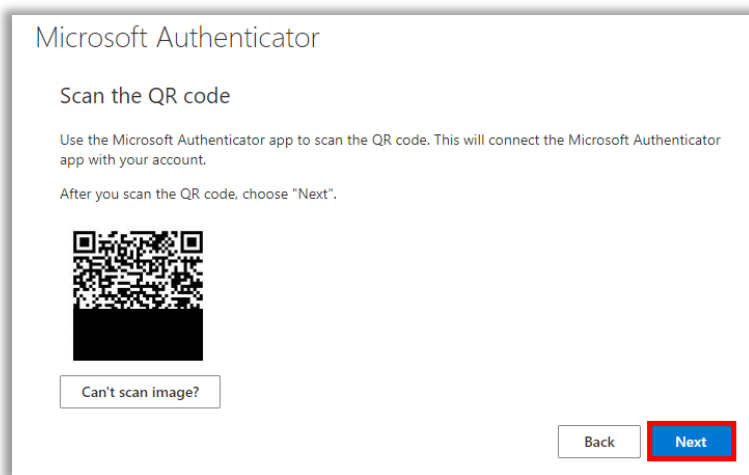


18. If the registration was successful, your phone will now display your HPH account under the main menu

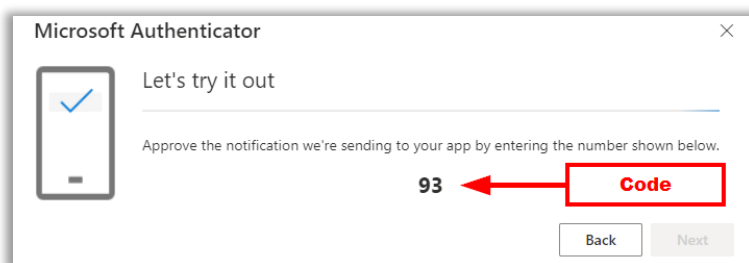


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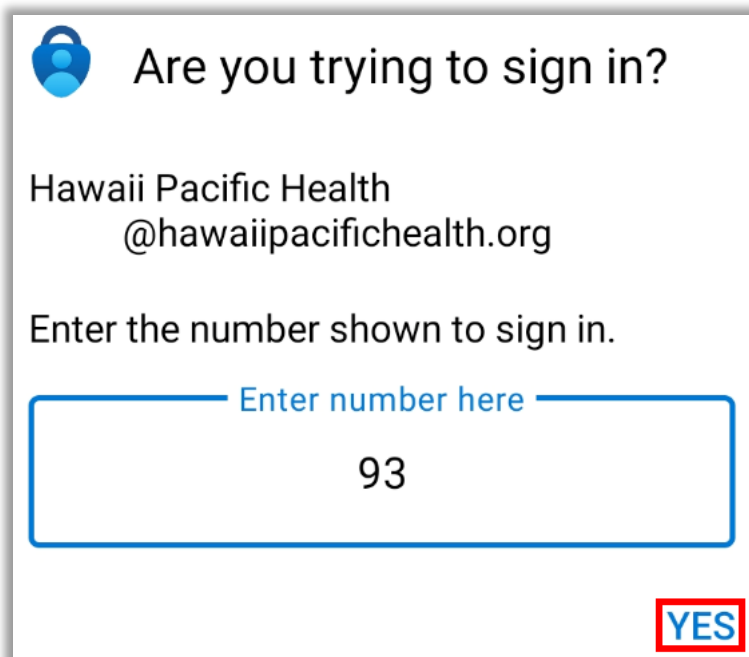
19. Return to your **desktop or laptop** and select **Next**



20. The next page will send you a Microsoft Authenticator notification and a **code** to enter on your phone

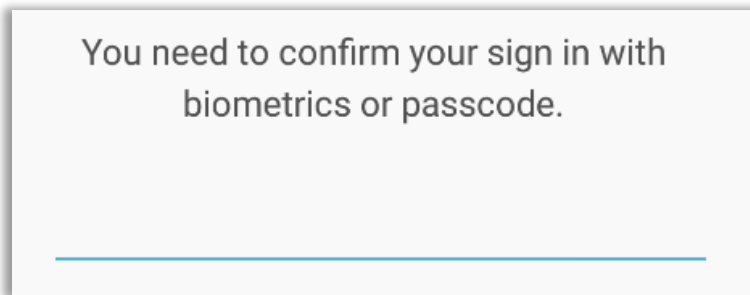


21. Return to your **phone** to find the notification, enter your code, and select **Yes**

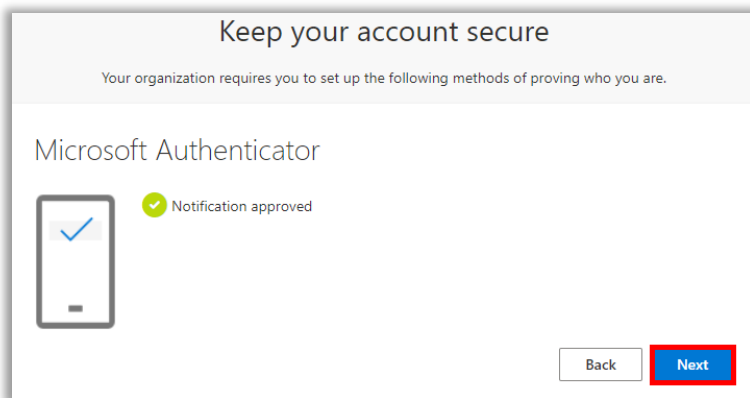


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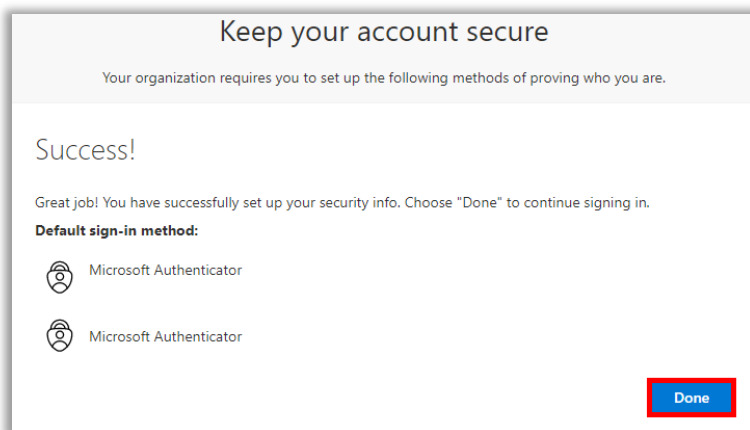
22. Authenticate with your phone's **personal** password/code/biometric on the confirm sign in screen



23. Return to your **desktop or laptop** and select **Next**

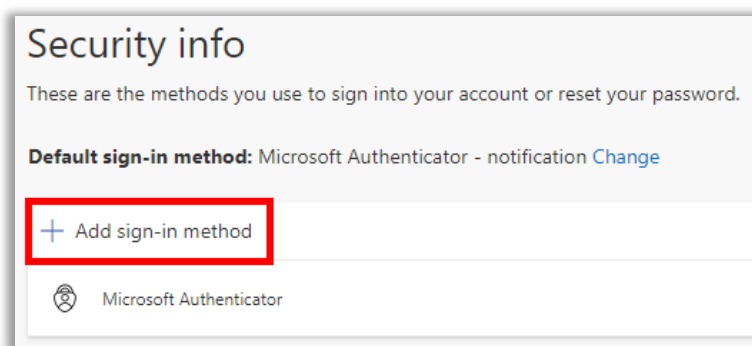


24. Select **Done** on the success page



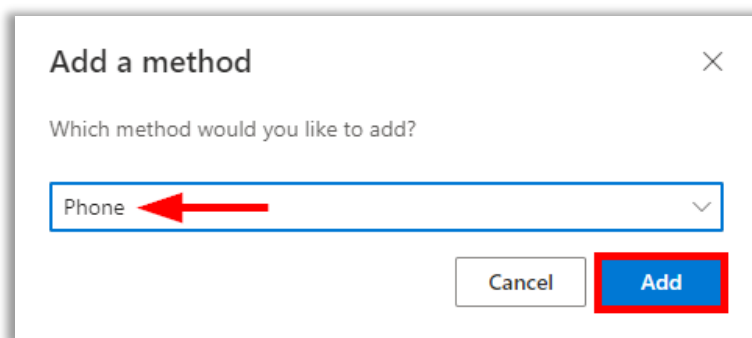
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25. The **Security Info** page will now load, click **Add Sign-In Method**



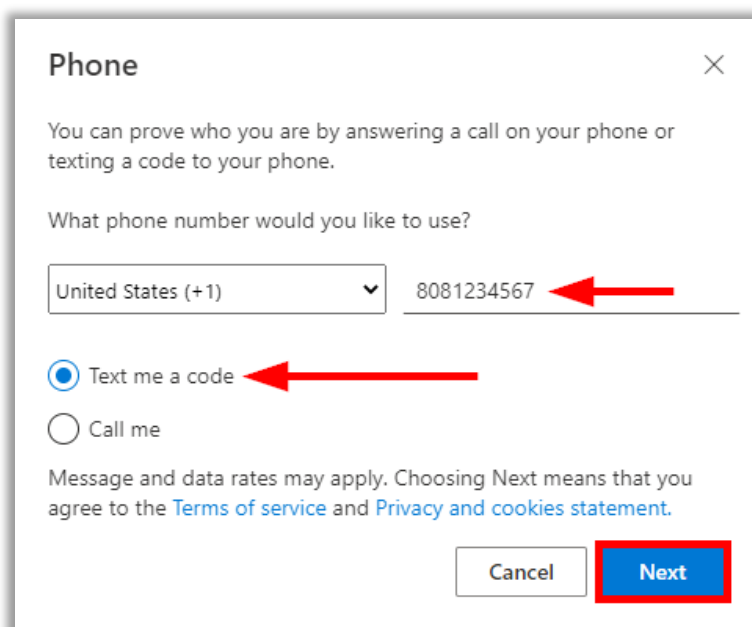
The screenshot shows the 'Security info' page. At the top, it says 'These are the methods you use to sign into your account or reset your password.' Below this, it states 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. A red box highlights the '+ Add sign-in method' button. Below the button, there is a list of current methods, showing 'Microsoft Authenticator' with a circular icon.

26. A popup will appear. Click on the dropdown, select **Phone**, then click **Add**



The screenshot shows a 'Add a method' popup. It asks 'Which method would you like to add?'. A dropdown menu is open, showing 'Phone' selected, with a red arrow pointing to it. Below the dropdown are 'Cancel' and 'Add' buttons, with the 'Add' button highlighted by a red box.

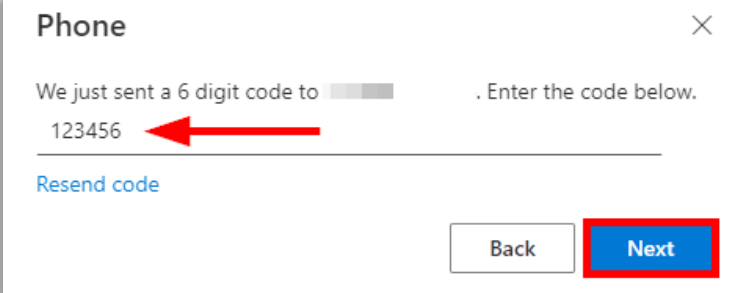
27. Enter your 10-digit mobile phone number, select **Text Me a Code**, then click **Next**



The screenshot shows a 'Phone' setup popup. It says 'You can prove who you are by answering a call on your phone or texting a code to your phone.' It asks 'What phone number would you like to use?'. There is a dropdown for the country/region set to 'United States (+1)' and a text input field for the phone number containing '8081234567', with a red arrow pointing to it. Below this, there are two radio buttons: 'Text me a code' (selected, with a red arrow pointing to it) and 'Call me'. At the bottom, there is a disclaimer: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' and two buttons: 'Cancel' and 'Next' (highlighted with a red box).

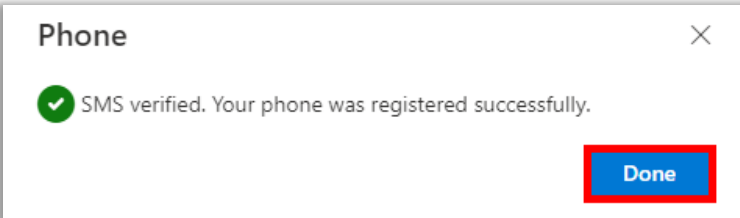
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28. The system will now text you a code. Check your **phone** for a 6-digit code, enter it, and select **Next**



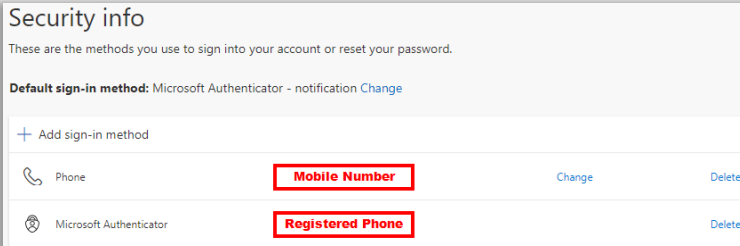
A screenshot of a 'Phone' verification window. The title is 'Phone' with a close button (X) in the top right. The text says 'We just sent a 6 digit code to [redacted] . Enter the code below.' Below this is a text input field containing '123456'. A red arrow points to the input field. Below the input field is a blue link 'Resend code'. At the bottom are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red border.

29. Select **Done** on the next popup



A screenshot of a 'Phone' verification success window. The title is 'Phone' with a close button (X) in the top right. The text says 'SMS verified. Your phone was registered successfully.' with a green checkmark icon. At the bottom right is a blue button 'Done' highlighted with a red border.

30. The Security Info page will open again, your mobile app and phone number are both registered. The setup is **finished** and you can close the page on your desktop



A screenshot of the 'Security info' page. The title is 'Security info'. Below the title is a subtitle 'These are the methods you use to sign into your account or reset your password.' Below this is a section 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' link. Below this is a table with two rows: 'Phone' and 'Microsoft Authenticator'. The 'Phone' row has a red box around 'Mobile Number' and a 'Change' link. The 'Microsoft Authenticator' row has a red box around 'Registered Phone' and a 'Delete' link.

Method	Details	Actions
Phone	Mobile Number	Change, Delete
Microsoft Authenticator	Registered Phone	Delete

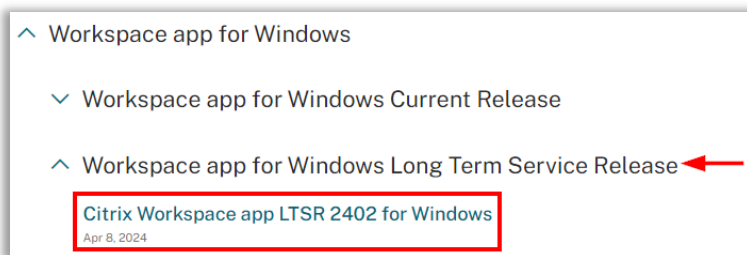
Citrix Workspace Installation

This section will cover downloading Citrix Workspace to access the HPH Portal apps. Check the **Citrix website** periodically for new software releases. Please navigate to the appropriate section if you have a **Windows** or **Mac** device.

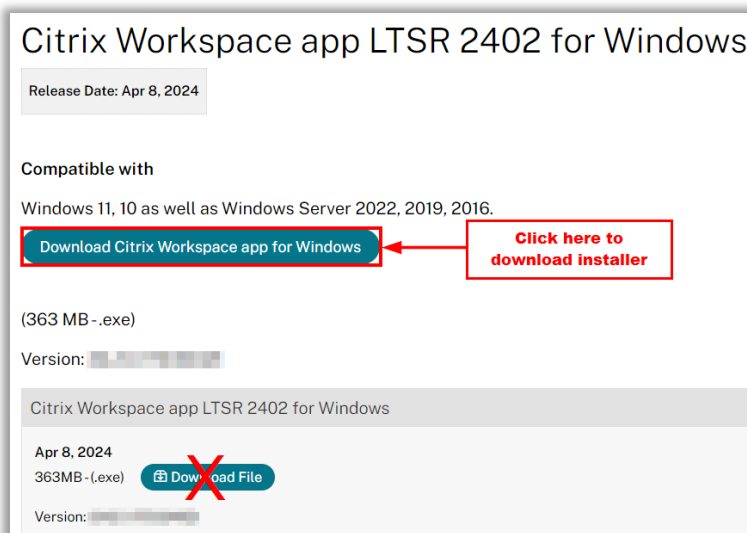
Citrix Installation on Windows

Ensure you have permissions to install programs on your device.

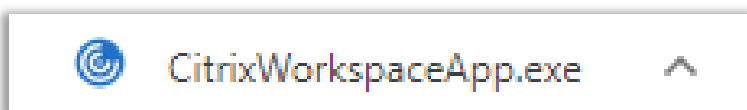
1. Navigate to <https://www.citrix.com/downloads/workspace-app/>
2. Expand the section for Windows, expand the section for **Workspace app for Windows Long Term Service Release**, and click on the **blue link**



3. Click the **Download Citrix Workspace app for Windows** button



4. Check your **Downloads** folder and open **CitrixWorkspaceApp.exe**



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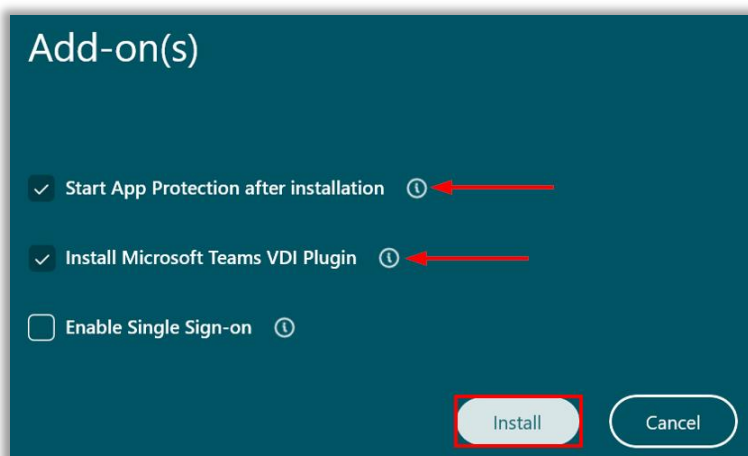
5. Select **Continue** on the welcome page



6. **Check** the license agreement box and select **Continue**

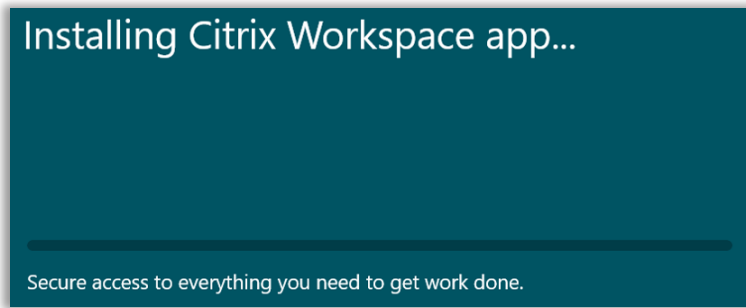


7. **Check** the app protection and Microsoft Teams boxes. **DO NOT** check the enable single sign-on box and select **Install**

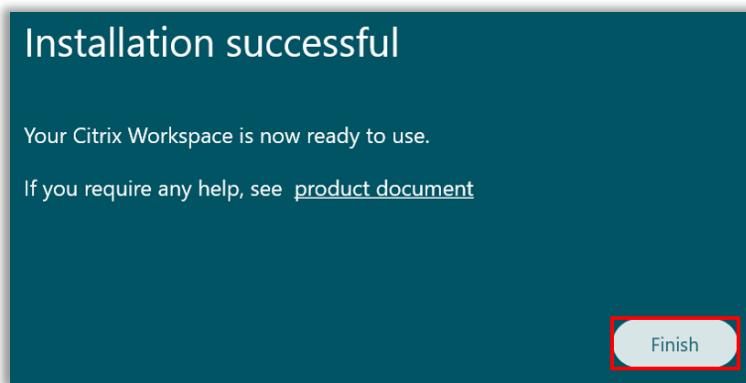


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8. Wait for the installation to finish



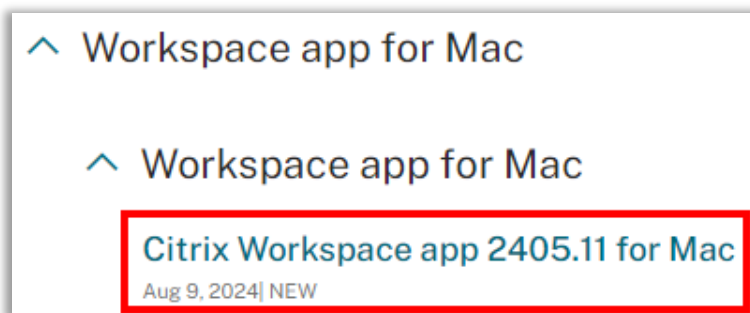
9. Select **Finish** to end the installation.



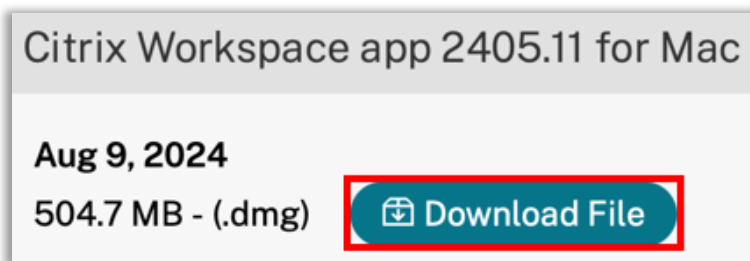
Citrix Installation on Mac

Ensure you have permissions to install programs on your device.

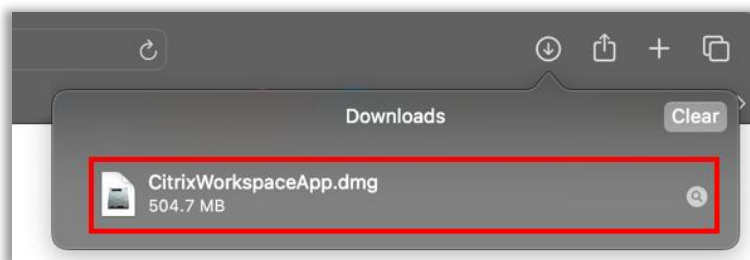
1. Navigate to <https://www.citrix.com/downloads/workspace-app/mac/>
2. Expand the section for Mac, expand the section for **Workspace app for Mac**, and click on the **blue link**



3. Wait for the page to load and click on the blue **Download** button

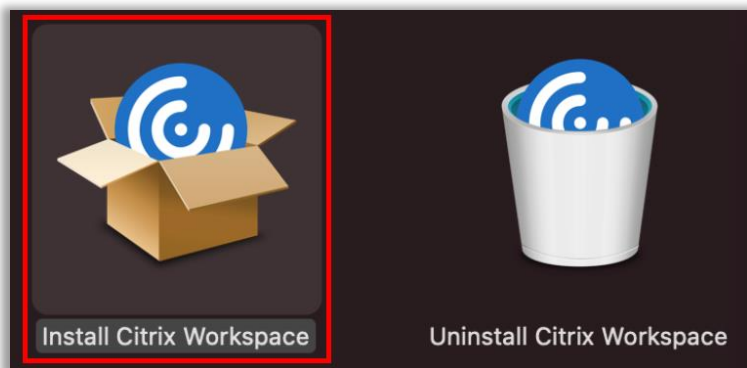


4. Check your **Downloads** folder and open **CitrixWorkspaceApp.dmg**



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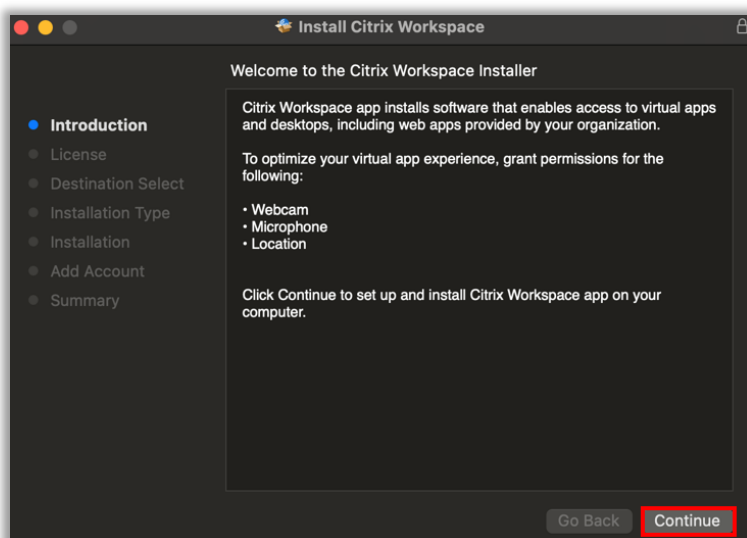
5. Select **Install Citrix Workspace** to begin the installation



6. Select **Allow** on the package installation popup

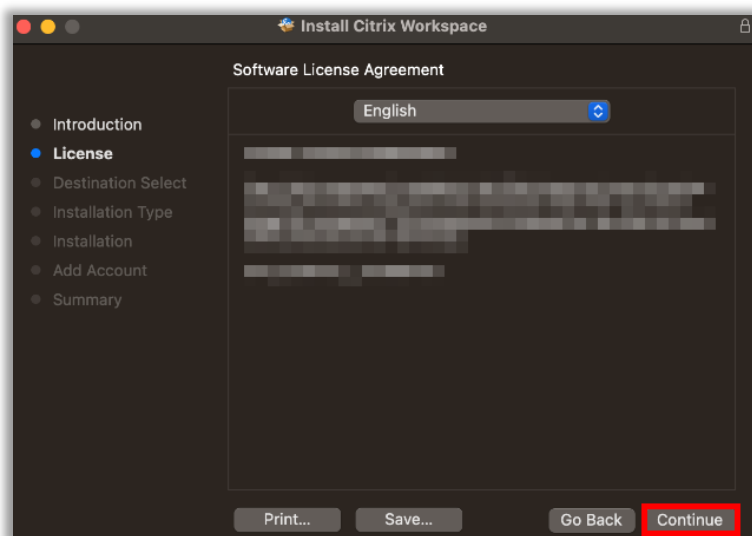


7. Select **Continue** on the welcome page

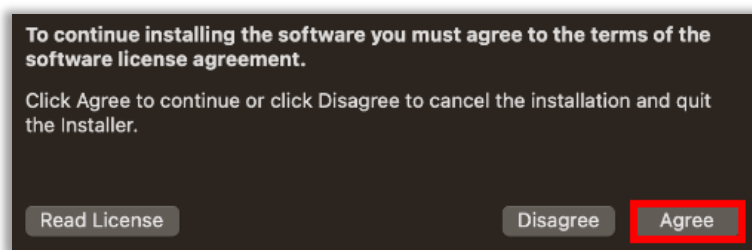


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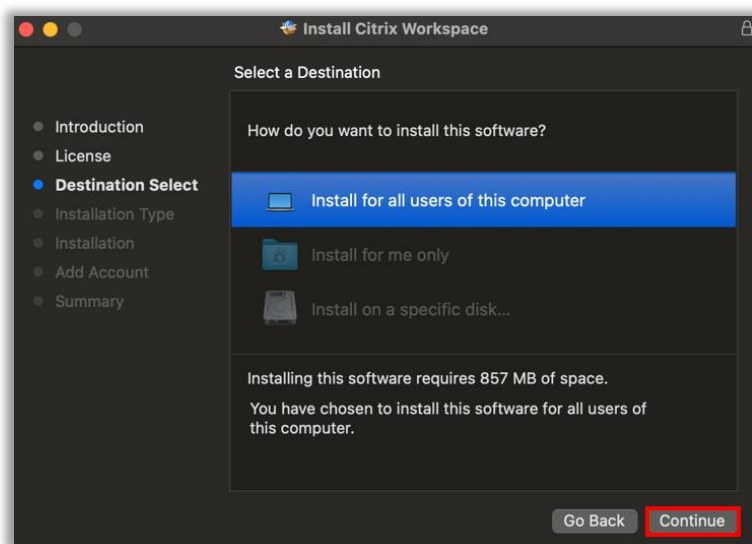
8. Select **Continue** on the software license agreement page



9. Select **Agree** on the software license agreement page

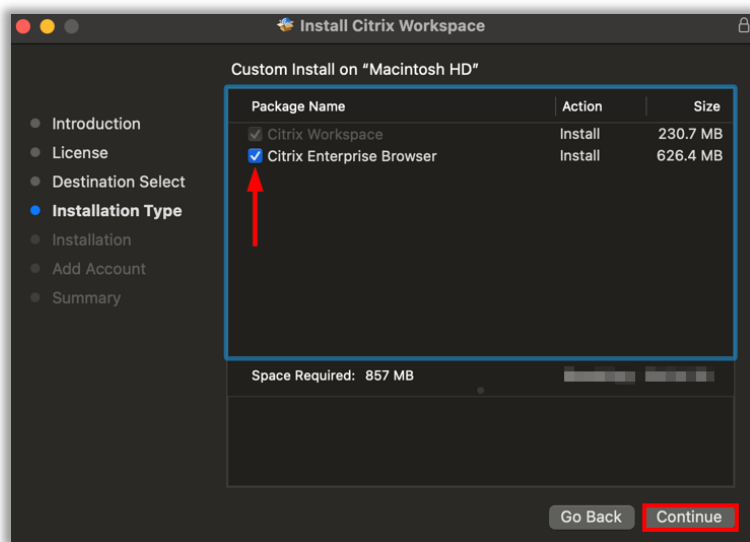


10. Select **Install for all users** on the destination page and select **Continue**

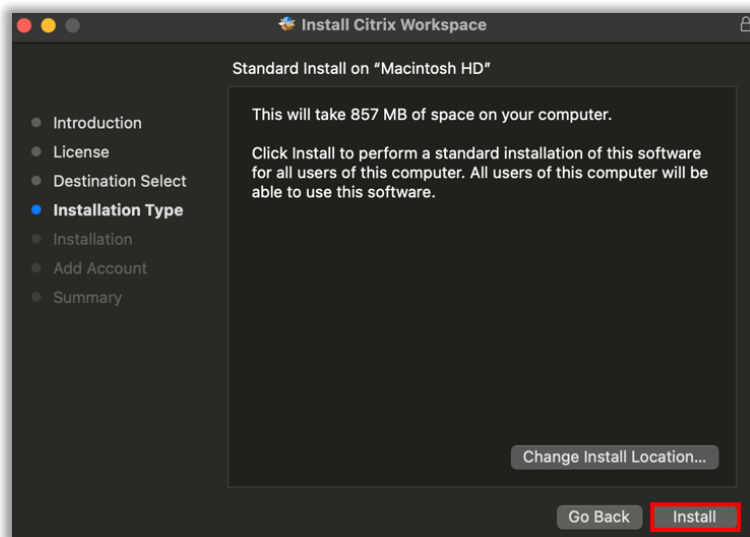


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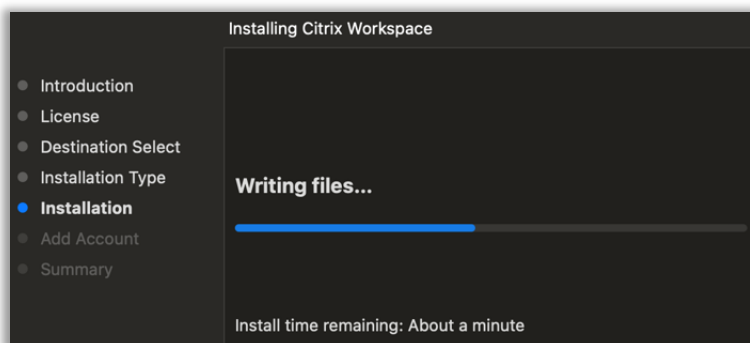
11. Check both boxes and select **Continue**



12. Select **Install** on the next page

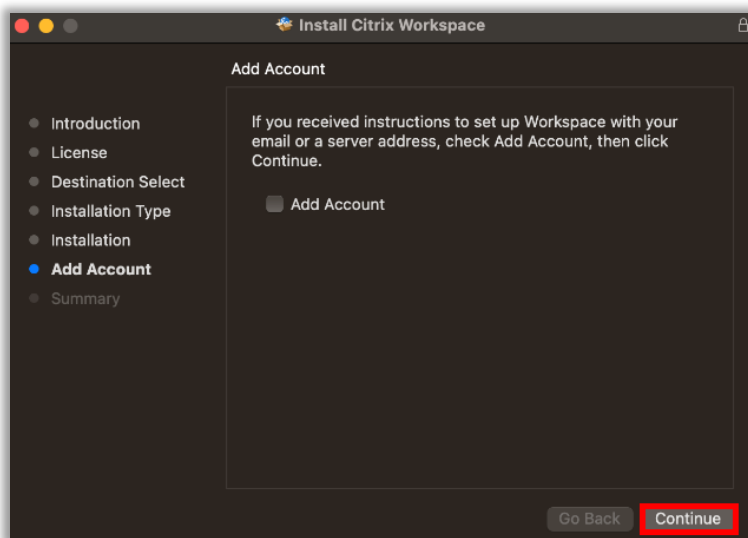


13. Wait for the installation to finish

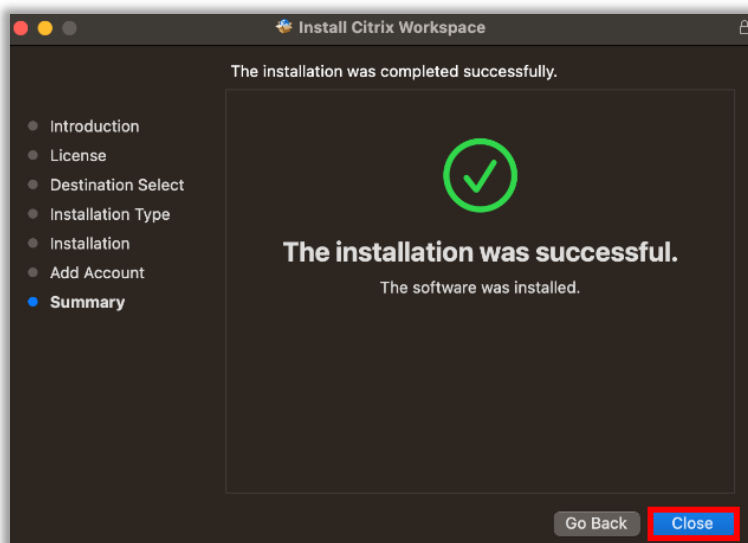


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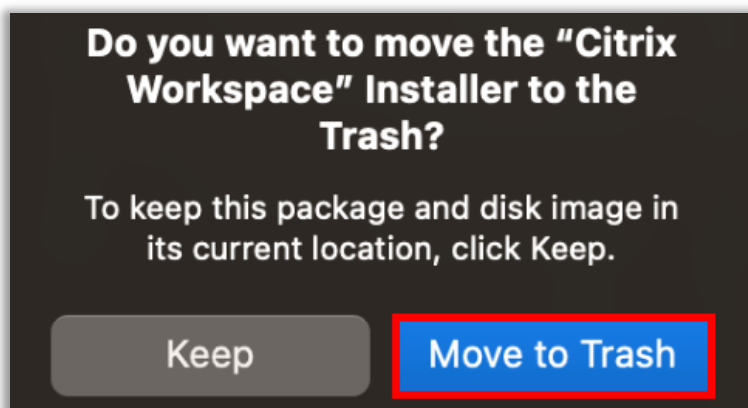
14. Select **Continue** on the add account page. **DO NOT** add an account



15. Select **Close**

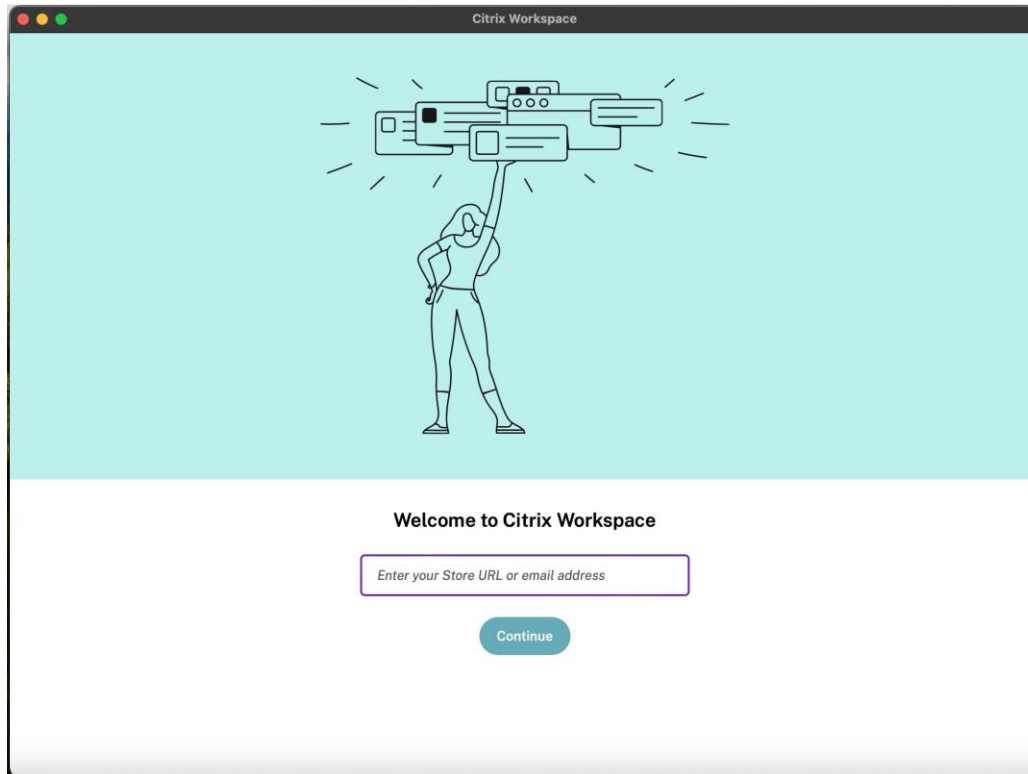


16. Select **Move to Trash** to remove the installer from your computer



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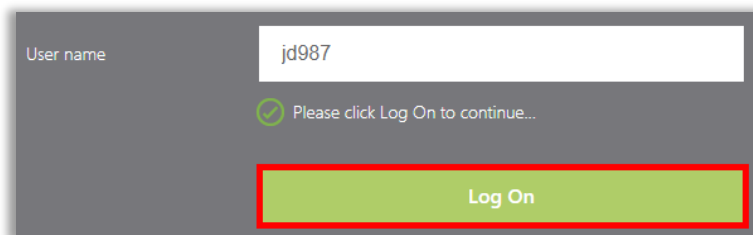
17. You will have a popup appear to enter your Store URL or Email address. Close this window without entering any information and restart your computer to complete the installation.



HPH Portal Access

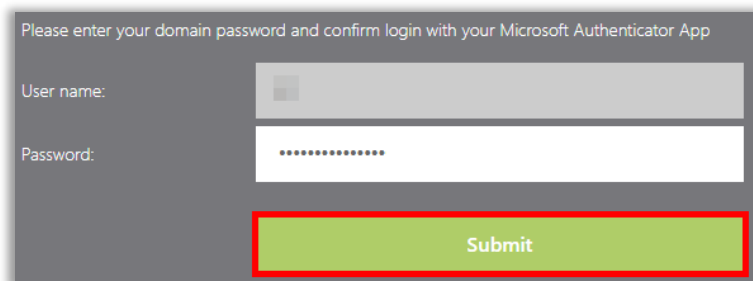
This section will cover accessing the HPH portal website.

1. Navigate to <https://portal.hawaiipacifichealth.org>. Enter your **Windows** username and select **Log On**



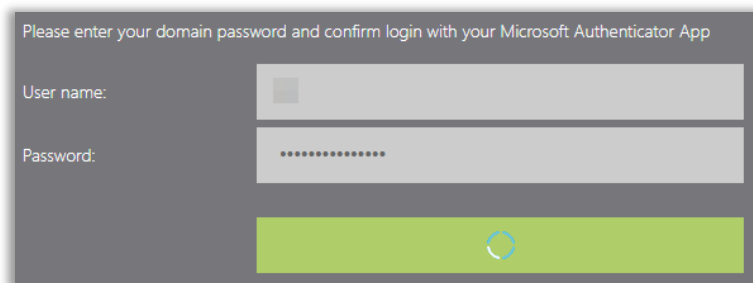
The screenshot shows a login form with a 'User name' label and a text input field containing 'jd987'. Below the input field is a green checkmark icon and the text 'Please click Log On to continue...'. At the bottom of the form is a green button labeled 'Log On', which is highlighted with a red rectangular border.

2. Enter your **password** into the second box and select **Submit**



The screenshot shows a login form with the heading 'Please enter your domain password and confirm login with your Microsoft Authenticator App'. It has two input fields: 'User name:' and 'Password:'. The 'Password:' field contains a series of dots. At the bottom of the form is a green button labeled 'Submit', which is highlighted with a red rectangular border.

3. The page will begin loading, awaiting your two-factor approval



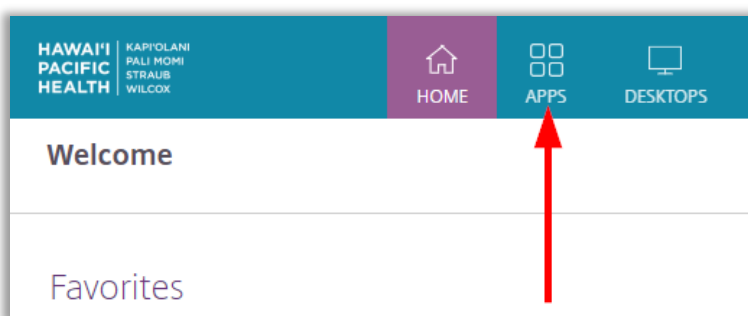
The screenshot shows the same login form as the previous one, but the green button now contains a circular loading spinner, indicating that the system is processing the login attempt.

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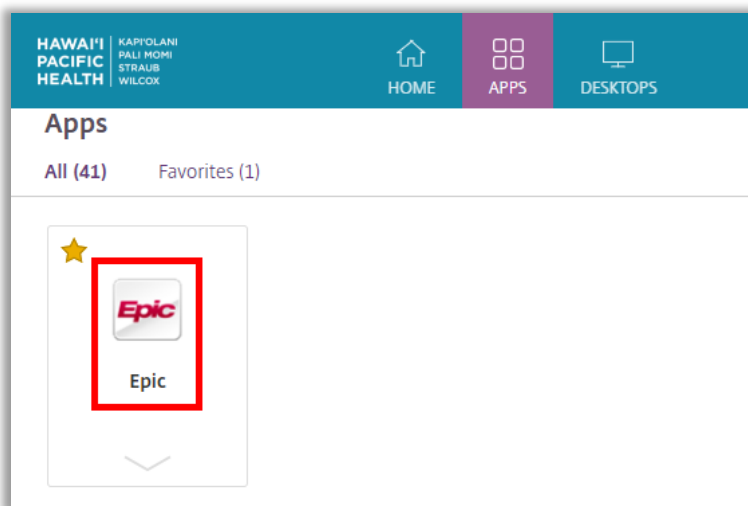
4. Switch to your phone and **Approve** the sign-in request



5. You will be redirected to the HPH Store page. Click on the **Apps** tab at the top

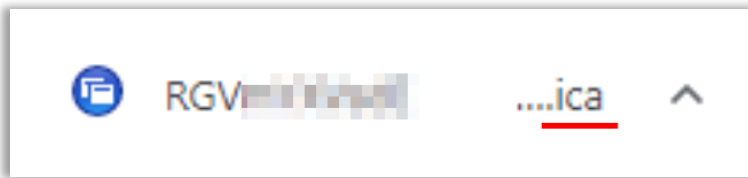


6. Find the application you want to open and click **once** on the app icon; this will download a file to your device

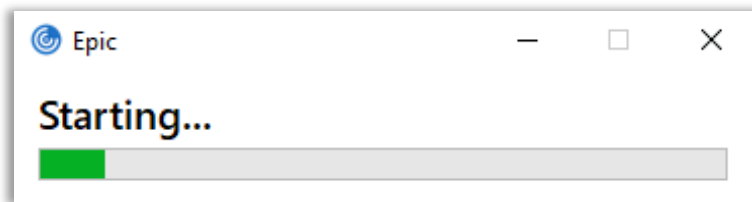


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7. Check your **Downloads** and open the **.ica file**



8. Wait for the application to open through Citrix in a new window

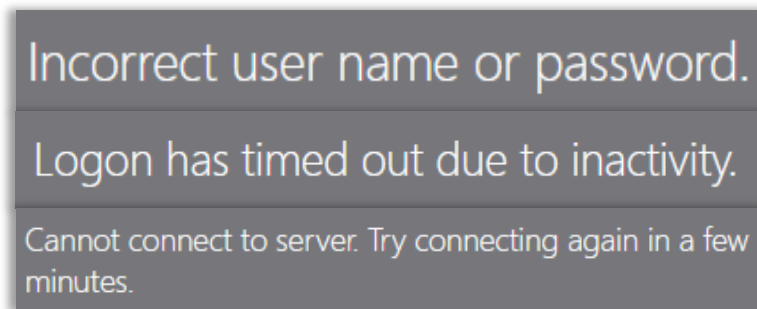


Common Issues & Troubleshooting

This section will cover common issues and the troubleshooting you can take to resolve them.

Login Error Messages

Listed below are some common errors you may encounter when accessing the HPH Portal.

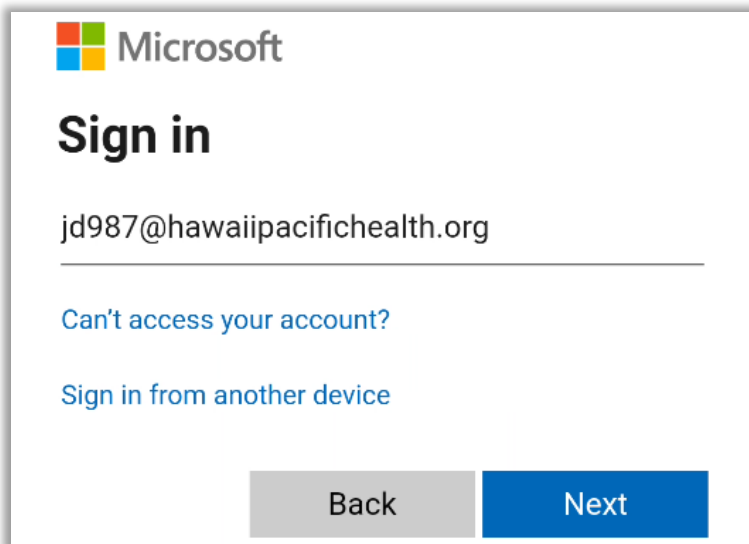


1. Ensure you have successfully registered the **Microsoft Authenticator** on your device
2. Refresh the HPH Portal website and log in again
3. Clear your web browser (e.g. Chrome, Edge, etc.) cache and close all your open windows. Open a new window, go to the HPH Portal website, and log in again
4. If you replaced your phone, ensure you re-enroll your new device with the **Microsoft Authenticator** app
5. If you still have issues, please contact the **IT Service Desk (808-535-7010 op 1)** for further assistance

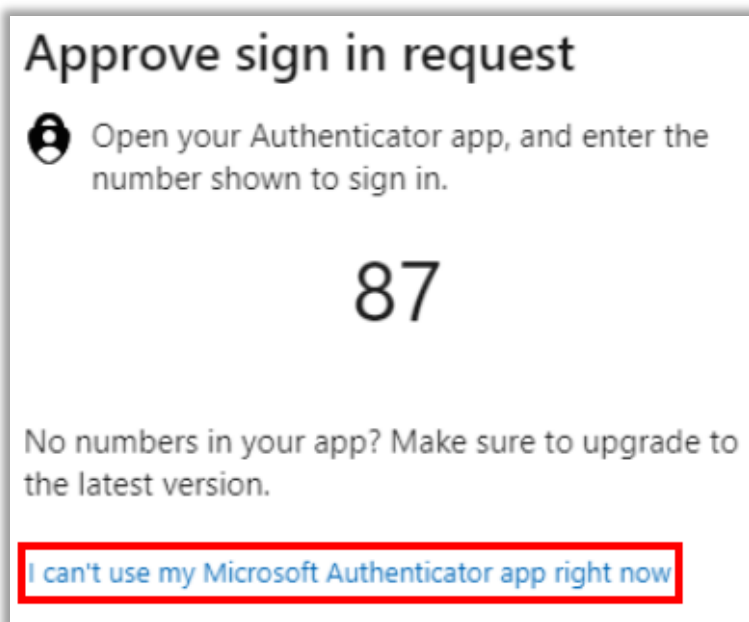
Replaced Phone

Follow these steps to register your new phone for Microsoft Authenticator.

1. From your **desktop or laptop**, open a web browser (e.g. Chrome Edge, etc.) and access <https://aka.ms/mfasetup>
2. Sign in with your HPH account name (**network ID@hawaiipacifichealth.org**) and password, if prompted

A screenshot of the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "jd987@hawaiipacifichealth.org". Below the input field are two links: "Can't access your account?" and "Sign in from another device". At the bottom are two buttons: "Back" (grey) and "Next" (blue).

3. Select **I can't use my Microsoft Authenticator app right now** on the approve sign in request page

A screenshot of the "Approve sign in request" page. At the top is the title "Approve sign in request". Below it is an icon of a person and the text "Open your Authenticator app, and enter the number shown to sign in." In the center is a large number "87". Below that is the text "No numbers in your app? Make sure to upgrade to the latest version." At the bottom is a link "I can't use my Microsoft Authenticator app right now" which is highlighted with a red rectangular border.

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4. Select **Text** or **Call** on the verify your identity page

HAWAII PACIFIC HEALTH KAPIOLANI PALI MOKI STRAUB WILCOX

@hawaiiipacifichealth.org

Verify your identity

Approve a request on my Microsoft Authenticator app

Use a verification code

Text +X XXXXXXXX

Call +X XXXXXXXX

5. Retrieve the security code from your **personal phone** through text or call, input it on the Enter Code page, and select **Verify**

HAWAII PACIFIC HEALTH KAPIOLANI PALI MOKI STRAUB WILCOX

← @hawaiiipacifichealth.org

Enter code

We texted your phone +X XXXXXXXX Please enter the code to sign in.

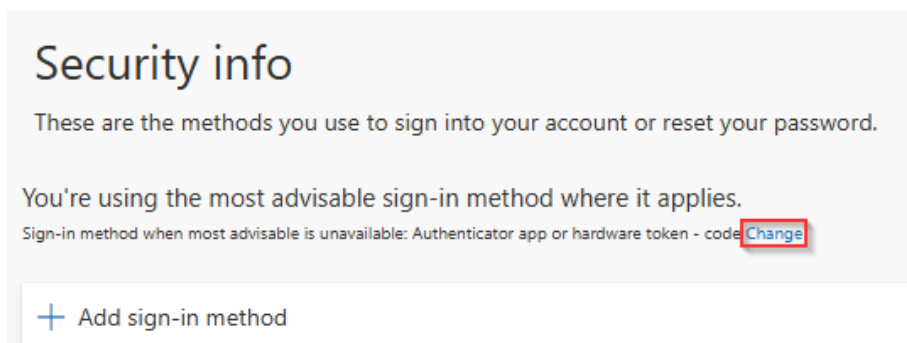
123456

[More information](#)

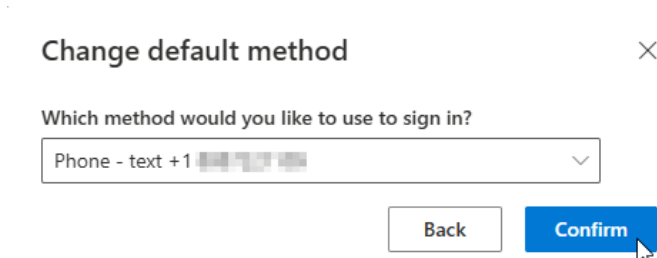
Verify

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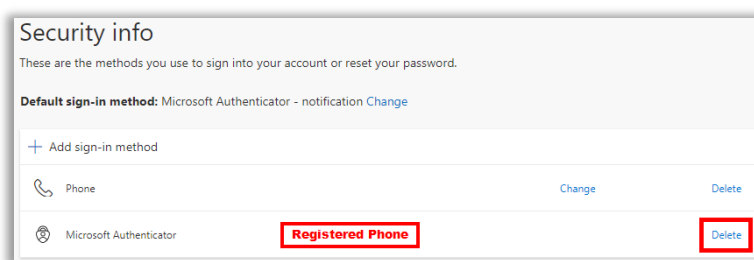
6. On the **Security Info** page, select the **Change** button under the Sign-in method when most advisable is unavailable



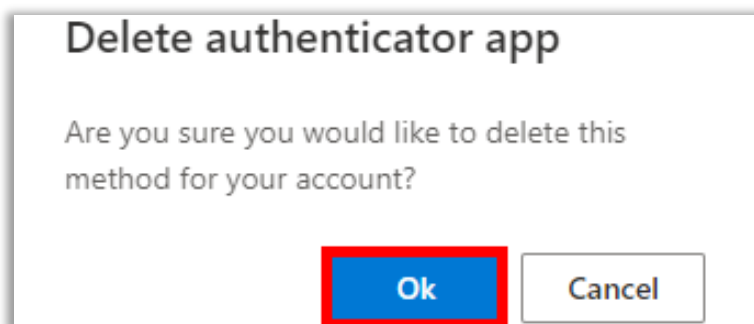
7. Select the text phone option and select confirm



8. On the **Security Info** page, find the device you want to remove and select **Delete**

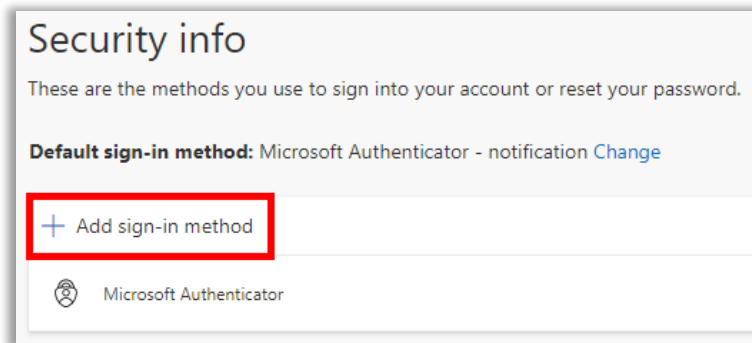


9. Select **Ok** on the popup and wait for your device to disappear

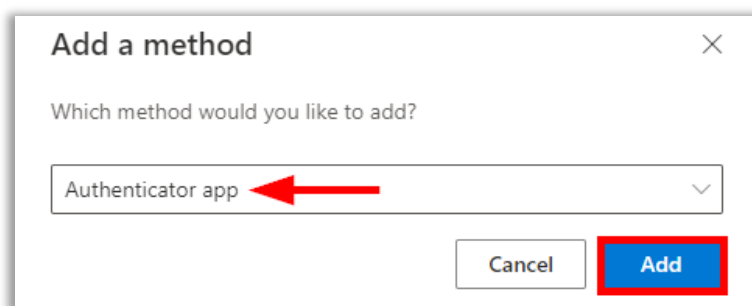


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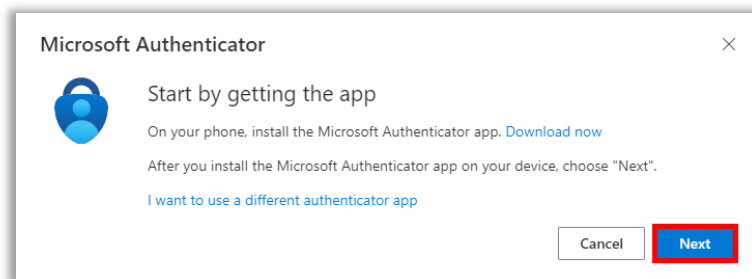
10. Go back to the Security Info page and click **Add Sign-In Method**



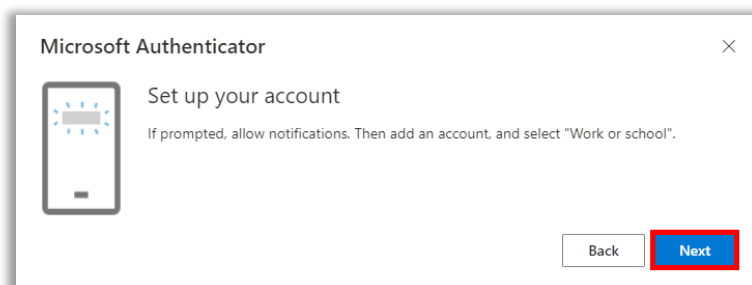
11. A popup will appear. Click on the dropdown, select **Authenticator App**, then click **Add**



12. Another popup will appear, select **Next**

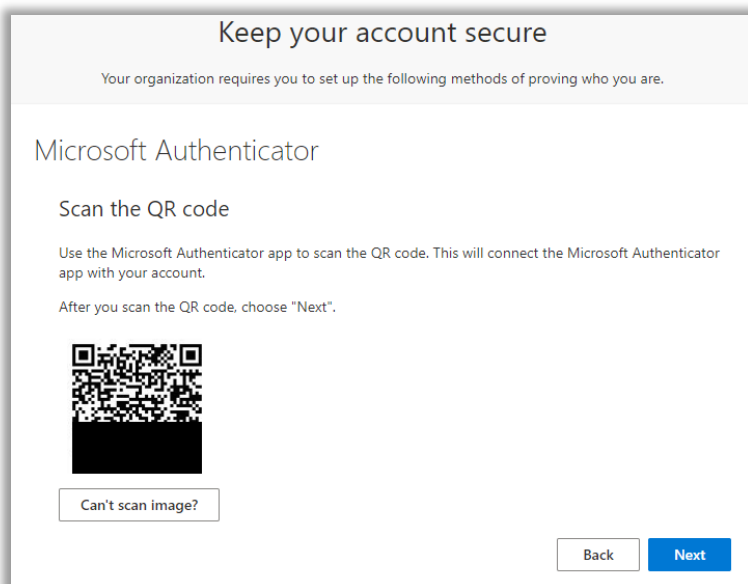


13. Select **Next** again

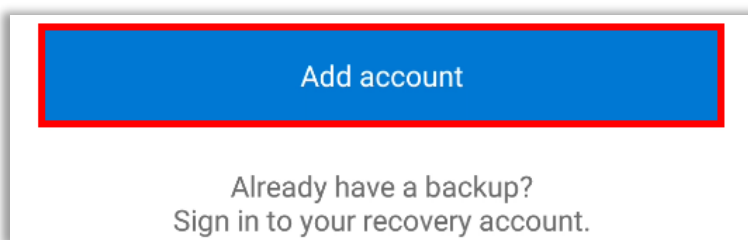


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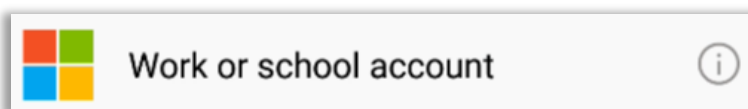
14. The page will update with a QR code. **Leave this window open** on your desktop or laptop



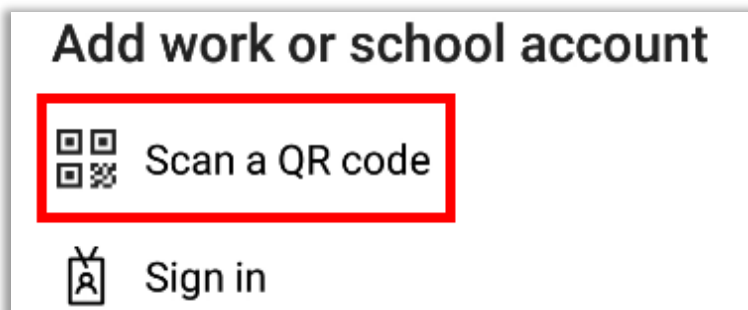
15. Switch to your **phone**, open the Microsoft Authenticator app and select **Add Account**



16. Select **Work Or School Account** from the list

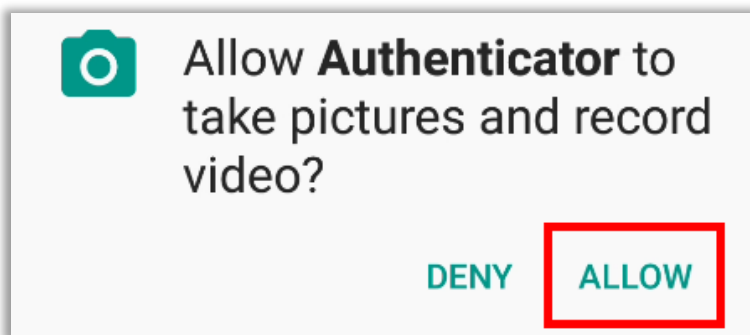


17. Select **Scan a QR code** from the popup

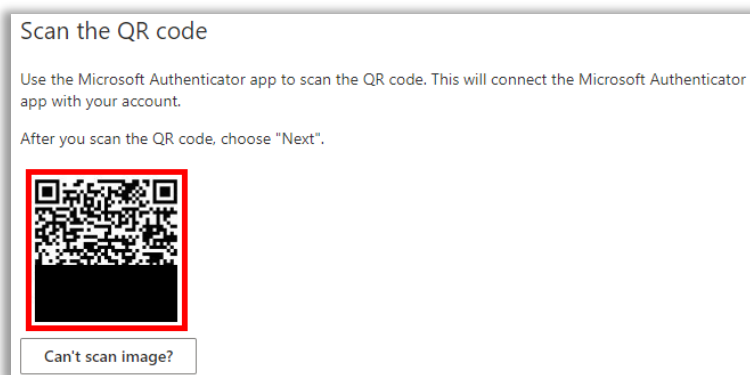


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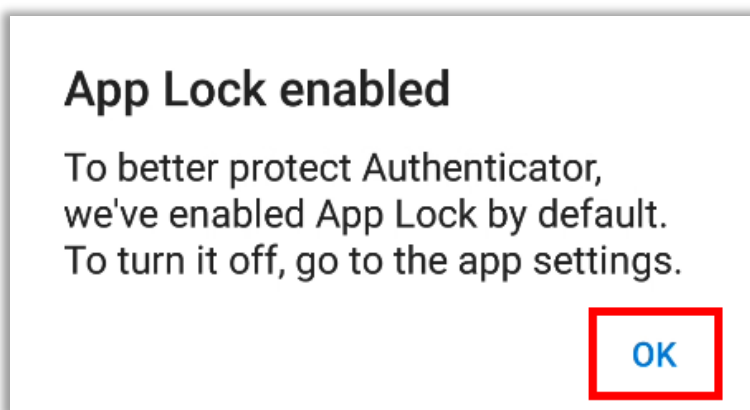
18. **Allow** access to your phone's camera if a popup appears for camera permissions



19. Use your phone's camera to scan the QR code on your **desktop or laptop** monitor

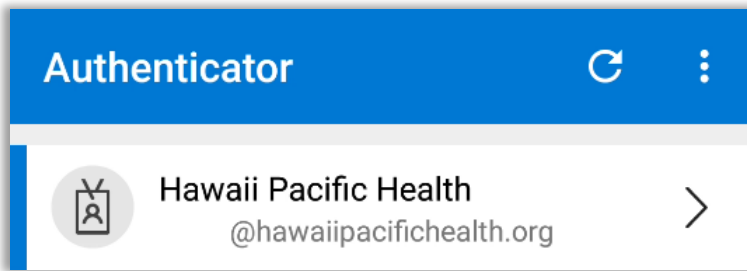


20. Return to your **phone** and select **OK** on the app lock enabled popup

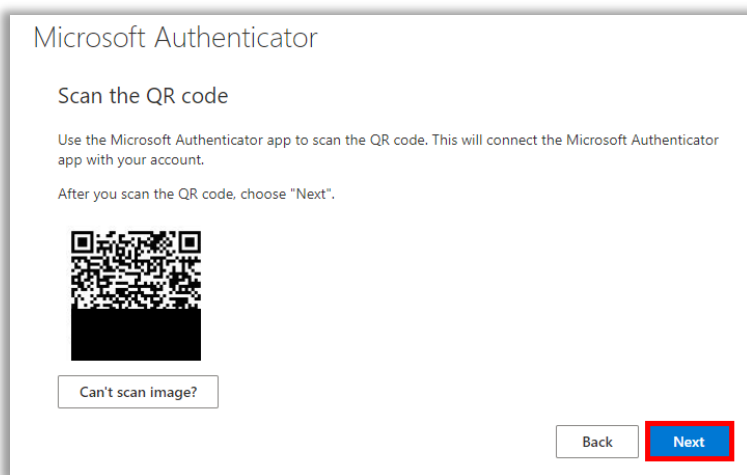


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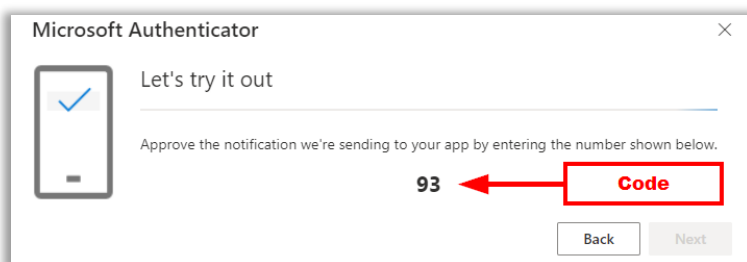
21. If the registration was successful, your phone will now display your HPH account under the main menu



22. Return to your **desktop or laptop** and select **Next**

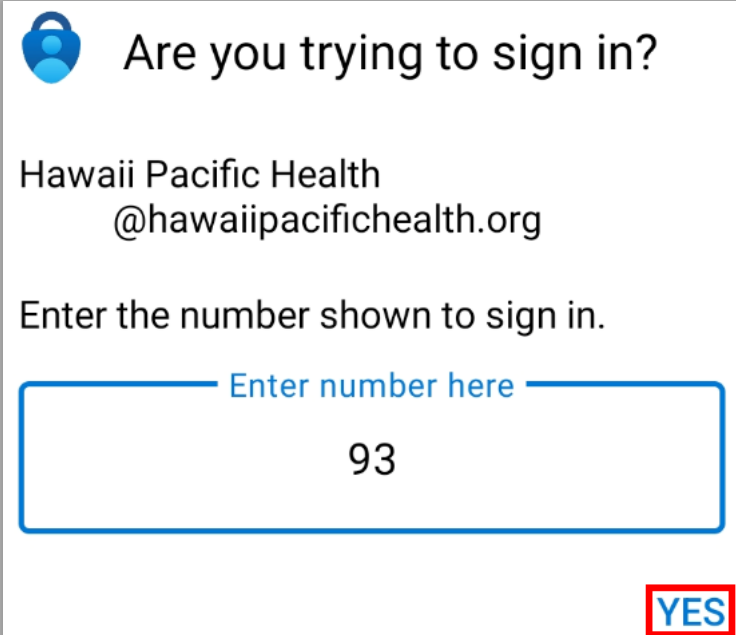


23. The next page will send you a Microsoft Authenticator notification and a **code** to enter on your phone



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24. Return to your **phone** to find the notification, enter your code, and select **Yes**



Are you trying to sign in?

Hawaii Pacific Health
@hawaiipacifichealth.org

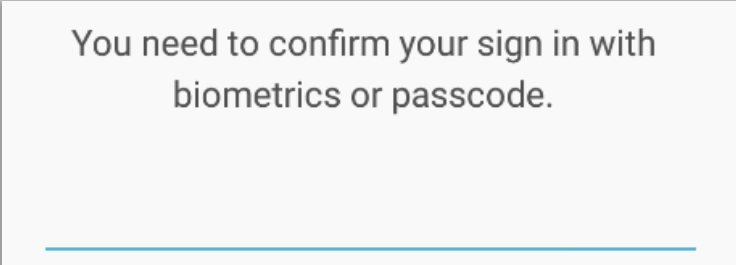
Enter the number shown to sign in.

Enter number here

93

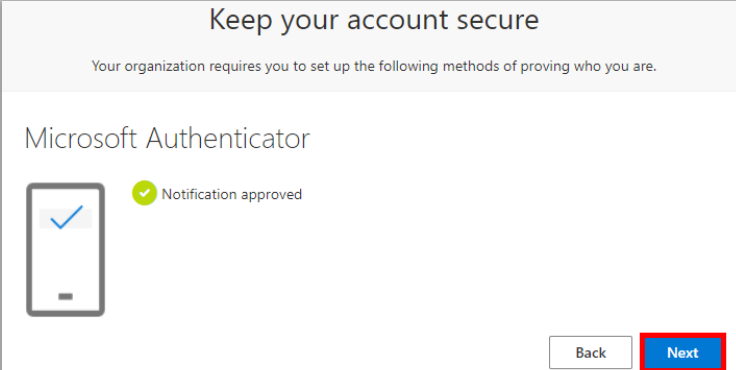
YES

25. Authenticate with your phone's **personal** password/code/biometric on the confirm sign in screen



You need to confirm your sign in with
biometrics or passcode.

26. Return to your **desktop or laptop** and select **Next**



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

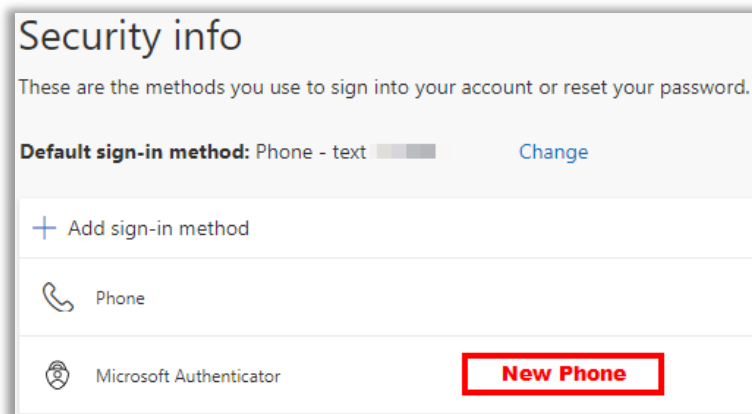
Microsoft Authenticator

Notification approved

Back Next

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27. The Security Info page will open again and list your new phone



Security info

These are the methods you use to sign into your account or reset your password.

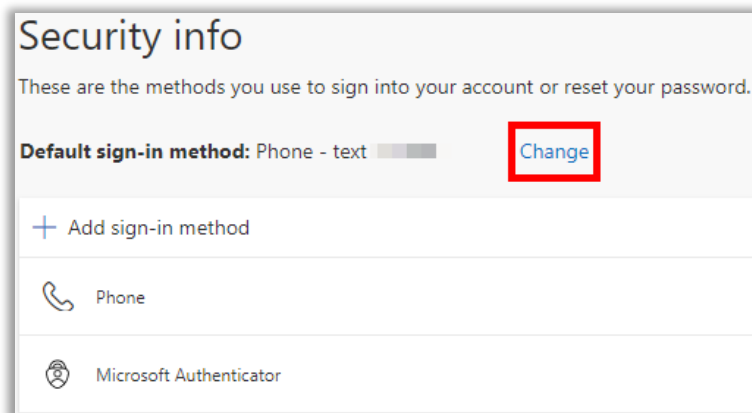
Default sign-in method: Phone - text [Change](#)

+ Add sign-in method

Phone

Microsoft Authenticator **New Phone**

28. Click on **Change** next to default sign-in method



Security info

These are the methods you use to sign into your account or reset your password.

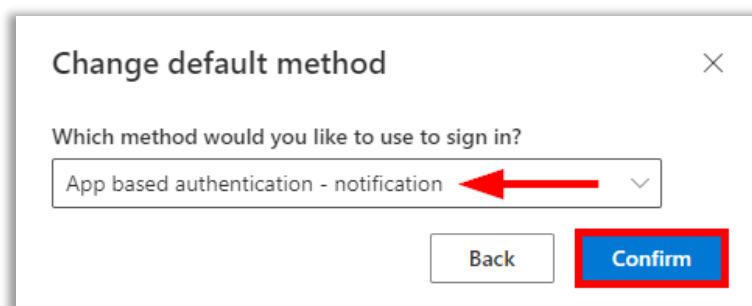
Default sign-in method: Phone - text [Change](#)

+ Add sign-in method

Phone

Microsoft Authenticator

29. A popup will appear. Click on the dropdown, select **App Based Authentication – Notification**, then click **Confirm**



Change default method

Which method would you like to use to sign in?

App based authentication - notification

Back Confirm

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30. The Security Info page will open again. The new phone setup is **finished** and you can close the page on your desktop

